



## HP Diagnostics software for SAP applications

Data sheet



HP Diagnostics software for SAP applications is powerful software for root-cause analysis of SAP NetWeaver and SAP R/3 application performance problems within the context of your business processes. You can quickly triage, detect, and diagnose problems with your SAP business processes and drill down into the underlying applications, reducing the mean time to resolution (MTTR).

### Get insight into the performance of your SAP applications.

SAP customers often implement business processes that run on heterogeneous infrastructures comprised of SAP, non-SAP, and legacy applications. To meet your quality of service requirements in such a heterogeneous environment, you need to quickly and effectively optimize the performance of your business processes.

HP Diagnostics software for SAP applications delivers an end-to-end analysis of SAP Enterprise Portal transactions, from portal pages, iViews, and WebDynPro applications to R/3 back-end systems, while maintaining the business context of services provided through the portal. HP Diagnostics for SAP applications extends HP LoadRunner software or HP Performance Center software and HP Business Availability Center software to address the unique challenges of testing and managing your SAP Enterprise Portal business processes.

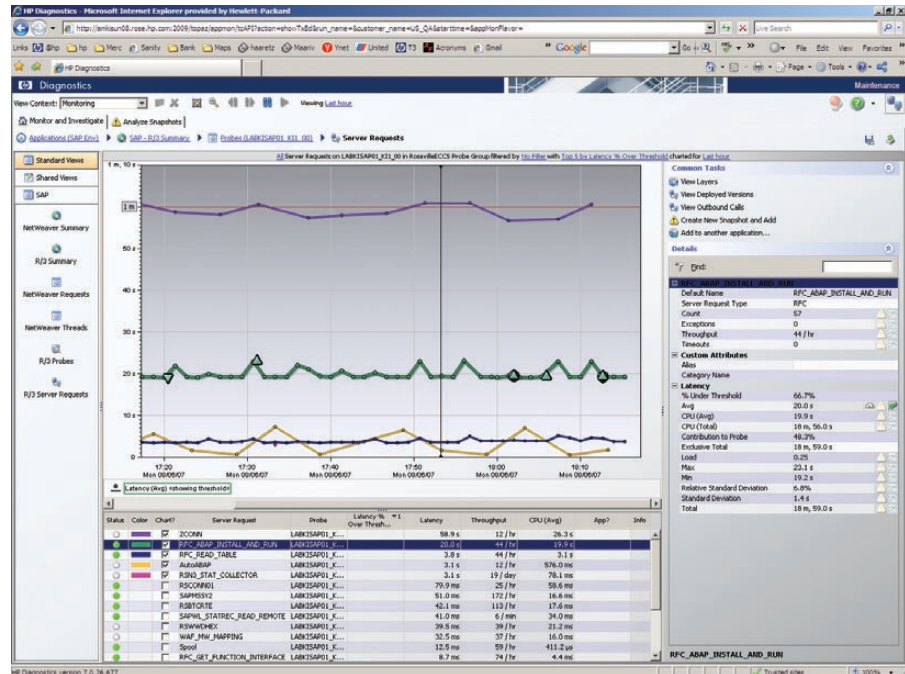
### How HP Diagnostics for SAP applications works

HP Diagnostics for SAP applications is performance lifecycle software that lets you optimize your business processes during pre-production and production. In pre-production, your quality assurance (QA) teams can use HP LoadRunner or HP Performance Center to simulate business service transactions through the SAP Enterprise Portal and measure quality and performance objectives for overall transactions.

In a production environment, your operations and support groups can use HP Business Availability Center software to meet end-user service-level agreements (SLAs). If the service levels of your business processes or applications that run within SAP NetWeaver degrade, your SAP Basis and operations group can use HP Diagnostics for SAP applications to diagnose application problems and resolve any bottlenecks.

## See performance trends.

HP Diagnostics for SAP applications displays trend graphs when you drill down from HP LoadRunner.



Heterogeneous application diagnostics: HP Diagnostics for SAP applications provides triage and diagnostics capabilities by letting you start with the end-user SAP business process and then drill down into heterogeneous application components and system layers, including the SAP R/3 back end. This helps you quickly optimize performance with greater business impact.

Transaction breakdowns: You can drill down from SAP Enterprise Portal business services to the individual methods or components that execute a transaction. HP Diagnostics for SAP applications diagnoses individual layers, including SAP Portal runtime, authorization, authentication, content-generation components, JSPs, servlets, EJBs, JDBC, and user-defined layers in the SAP stack. You can view the time spent in the SAP R/3 back end as well as related remote function calls (RFCs), invoked to access the SAP R/3 system.

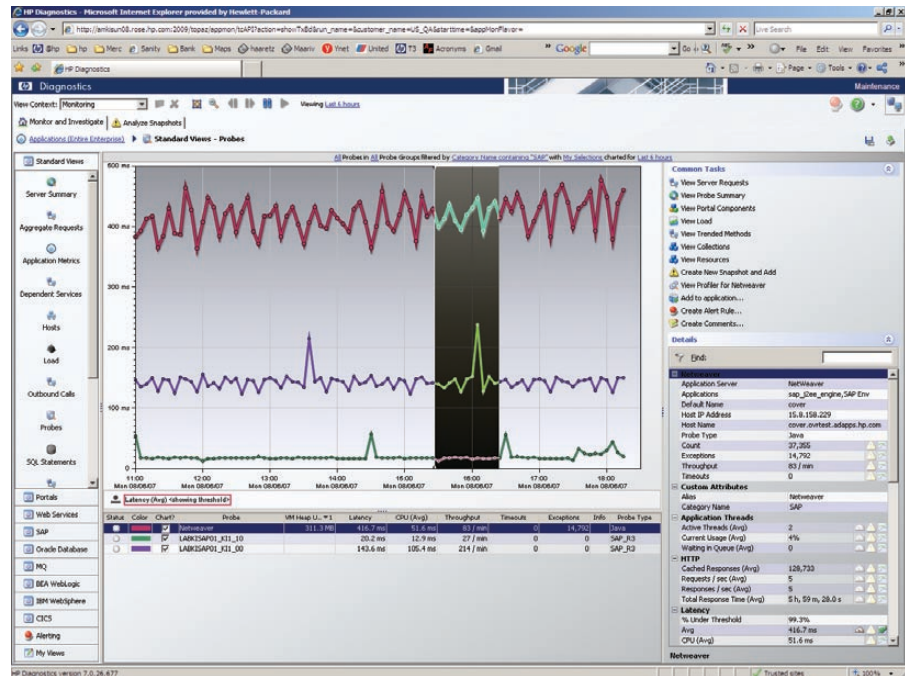
Business process analysis: You can start with the end-user business process and drill down into application components and system layers, optimizing the performance of your SAP NetWeaver and R/3 applications before they go live. HP Diagnostics for SAP applications provides a top-down, guided approach to methodically triaging business processes for performance issues in their underlying components.

Portal server request analysis: You can analyze the performance of individual portal server requests. By triaging server requests that cause performance problems, you can quickly pinpoint specific application methods or components that are problematic.

HP Diagnostics for SAP applications also provides diagnostics for expertly analyzing performance issues with applications and systems. HP Diagnostics for SAP applications captures data about memory usage, threads, and individual transaction instances—including parameters that are passed—through the patented total trace technology. This technology helps solve the toughest problems, including memory leaks and memory thrashing, deadlock and synchronization problems, intermittent response-time issues, and data-dependent problems.

## Analyze the performance of your SAP layers.

You can run a performance analysis of SAP NetWeaver and SAP R/3 layers from HP LoadRunner.



## HP Services

### Get the most from your software investment.

HP provides high-quality software services that address all aspects of your software application lifecycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with global services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

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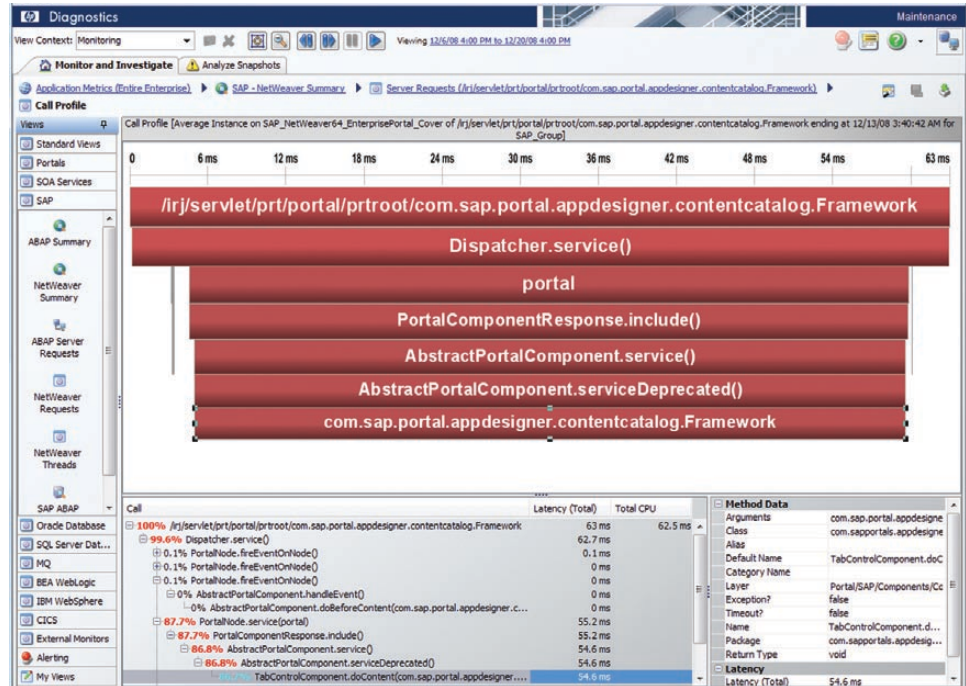
To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit [www.hp.com/go/swcustomerconnection](http://www.hp.com/go/swcustomerconnection).

## Key features and benefits

- Lets you drill down from slow, end-user, SAP NetWeaver transactions into the affected component or method, including back-end SAP R/3 systems
- Provides a complete view of the performance of business services hosted on SAP Enterprise Portal by automatically detecting all components touched by a business process and tracing them with no user intervention
- Reduces the time to determine bottlenecks in your SAP applications environment, so you can meet quality and performance objectives required for your SAP applications to go live
- Integrates with HP LoadRunner, HP Performance Center, and HP Business Availability Center, supporting the performance lifecycle
- Through intuitive graphs and user interface, provides a layered breakdown of the SAP R/3 system, letting you rapidly isolate performance degradations and authoritatively delegate problem resolution to the right development team

## Get detailed performance data.

You can drill down from HP Business Availability Center to see a snapshot of the transaction call-chain of portal server requests.



## A complete solution

### Comprehensive training

HP provides a comprehensive curriculum of HP Software and IT Service Management courses. These offerings provide the training you need to realize the full potential of your HP solutions, increase your network optimization and responsiveness, and achieve better return on your IT investments.

With more than 30 years experience meeting complex education challenges worldwide, HP knows training. This experience, coupled with unique insights into HP Software products, positions HP to deliver the optimum training experience. For more information about these and other educational courses, visit [www.hp.com/learn](http://www.hp.com/learn).

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